



Hours (Monday – Friday):

Cheyenne, WY (West)

10:30 a.m. – 5:00 p.m. Eastern Time

Dublin, GA (East)

8:30 a.m. – 3:30 p.m. Eastern Time

Email:

meds.mail@va.gov (West)

medsbymaileast@va.gov (East)

IMMEDIATELY call your health care provider if you have questions about medical conditions or a drug reaction.

West

If you live in one of the following states please mail your order form to the address listed below:

Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Louisiana, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wisconsin, Wyoming.

address: Meds by Mail
PO Box 20330
Cheyenne WY
82003-7008

telephone:
1-888-385-0235

East

If you live in one of the following states, districts, or territories please mail your order form to the address listed below:

Alabama, Connecticut, Delaware, District of Columbia, Florida, Georgia, Kentucky, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia.

address: Meds by Mail
VISN 7/Dublin
PO BOX 9000
Dublin GA
31040-9000

telephone:
1-866-229-7389

CONSIDER THE BENEFITS!

SAVINGS

No out-of-pocket expenses, No cost sharing, No co-pay and No annual deductible.

NO CLAIM FORMS!

There are no insurance claim forms to fill out.

CONVENIENCE!

Your medications are mailed directly to your home. Make sure CHAMPVA has your current address and phone number on file.

I HAVE A QUESTION – WHO CAN HELP ME?

The Health Administration Center will assist with:

- General Information about CHAMPVA
- General Information about Meds by Mail
- Meds by Mail order forms

Hours:

Monday – Friday
8:05 a.m. – 6:45 p.m.
Eastern Time

1-800-733-8387
email: hac.inq@va.gov

Your regional Meds by Mail Service Center will assist you with:

- Status of an order
- Questions about drug availability
- Questions for the pharmacist
- Patient profile updates

CHAMPVA

Meds by Mail

WEST - CHEYENNE, WYOMING
EAST - DUBLIN, GEORGIA

PO BOX 20330
PO BOX 9000

CHEYENNE, WY 82003-7008
DUBLIN, GA 31040-9000

Please complete the patient profile on the back and return it with your first order to the appropriate Meds by Mail Center.

A profile is needed for each Meds by Mail beneficiary. Remember to report changes to your patient profile information to the Pharmacy Servicing Center right away.



Tired of paying for your prescriptions?
If you answered yes, READ THIS.
You might qualify for COST-FREE
medications.

WHAT IS MEDS BY MAIL?

CHAMPVA has a program called Meds by Mail. Meds by Mail is a pharmacy mailing service which provides a safe, easy and cost-free way for eligible CHAMPVA beneficiaries to receive non-urgent maintenance medications delivered directly to the home. CHAMPVA beneficiaries mail their prescriptions based on where they reside, to the Meds by Mail Pharmacy Servicing Center at Cheyenne, Wyoming (West) or the Pharmacy Servicing Center at Dublin, Georgia (East). The prescriptions are filled and mailed to your home from the Consolidated Mail Outpatient Pharmacy located in Leavenworth, Kansas.

WHO IS ELIGIBLE FOR MEDS BY MAIL?

You are eligible if you don't have ANY other type of health insurance that pays for prescriptions. Meds by Mail is only for people without other prescription coverage.

I ONLY HAVE MEDICARE PARTS A AND B, CAN I USE MEDS BY MAIL?

YES. Medicare does not cover the cost of most prescriptions.

I'M STILL NOT SURE IF I CAN USE THE MEDS BY MAIL PROGRAM, WHAT SHOULD I DO?

If you have questions about eligibility please call CHAMPVA at 1-800-733-8387, or email us at hac.inq@va.gov

WILL A CHANGE IN OTHER HEALTH INSURANCE AFFECT MY PARTICIPATION IN THE MEDS BY MAIL PROGRAM?

YES. Any other health insurance that includes pharmacy coverage can affect your eligibility for Meds by Mail. Please notify CHAMPVA of any changes in your health insurance coverage.

CAN I STILL USE MY LOCAL PHARMACY?

Yes. In fact you should use your local pharmacy for urgent care medications. You can file claims for prescriptions filled at your local pharmacy and be reimbursed up to 75% of the allowable amount.

WHAT KINDS OF MEDICATIONS CAN I GET BY USING THE MEDS BY MAIL PROGRAM?

- You can get maintenance medications which are taken for a longer period of time such as blood pressure, heart, arthritis and chronic pain medications.

GENERIC MEDICATIONS

- Whenever possible the VA will use the generic equivalent.
- If your health care provider requires you to only take the brand name, you must call your Pharmacy Servicing Center or email the Meds by Mail Offices at meds.mail@va.gov (West) or medsbymaileast@va.gov (East) to make sure your medication is available before you mail in the prescription.

HOW DO I PLACE AN ORDER?

Have your health care provider write a new prescription for at least a 30 day supply or up to a maximum of a 90 day supply plus refills, not to exceed one year.

New orders **must include** the original prescription (**not a copy**) and a completely filled out Meds by Mail order form. Remember to include the patient's Social Security number on the order form and the prescription form. Be sure the prescription has your health care provider's first and last printed name, phone number and mailing address. Fill out and mail your patient profile card with your first order. Report changes to your Pharmacy Servicing Center. Signatures must be original. Electronic and/or stamped signatures are not permitted.

HOW DO I GET FORMS?

You can get order forms one of three ways.

- 1) Call CHAMPVA at 1-800-733-8387, and ask that they be mailed to you.
- 2) Email CHAMPVA at hac.inq@va.gov and request that they be mailed to you.
- 3) Download the forms from www.va.gov/hac Select the form you need from the options on the left hand side of the page.

HOW DO I GET A REFILL?

If your health care provider included refills with your prescription, a refill slip will be sent to you with each Meds by Mail delivery. IMMEDIATELY send in your refill slip as soon as you receive your medications. Prescriptions may be refilled in 90 day increments.

HOW LONG DOES IT TAKE TO GET A PRESCRIPTION FILLED?

Allow 14–21 days from the day you mail in your order. Please don't call the Meds by Mail Servicing Center to check on your order until 10 days have passed since you mailed in your refills.



A patient profile must be completed for each beneficiary.

PATIENT'S NAME: _____

DATE OF BIRTH _____

SOCIAL SECURITY #: _____

SEX: ☐ Male ☐ Female

ALLERGIES

☐ NONE

☐ AMPICILLIN

☐ ASPIRIN

☐ CEPHALOSPORINS

☐ OTHER (SPECIFY) _____

☐ CODEINE

☐ ERYTHROMYCIN

☐ PENICILLIN

☐ SULFA

HEALTH CONDITIONS

☐ DIABETES

☐ GLAUCOMA

☐ HEART

☐ HIGH BLOOD PRESSURE

☐ OTHER (SPECIFY) _____

☐ INTestinal

☐ LUNG

☐ THYROID

SIGNATURE _____

RELATIONSHIP TO BENEFICIARY _____

DATE _____